

CSC Adopted: October 2001 , CSC Revised: \_\_\_\_\_**Class Title: Computer Operator II****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Maintains and monitors the mainframe computer and networks. Monitors production and answers calls at the help desk. Provides support and ensures integrity of the system. Performs related duties as required.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	M	Monitors production by scheduling jobs, ensuring the processing of scheduled jobs, editing, printing and maintaining logs and reports and separating, decollating, bursting and distributing output.
2	S	Provides assistance at the help desk by answering the telephone, solving problems, answering questions, providing information, logging problems and contacting repair persons and on-call staff.
3	S	Provides support and ensures integrity of system by monitoring the system for problems, troubleshooting problems, installing equipment, repairing broken equipment, checking new equipment, putting tag numbers on computers, printers and documents, performing backups and downloads, developing mainframe based forms, changing employee passwords, updating user profiles and updating information for system security.
4	S	Performs related duties by filing and mounting tapes and pulling scratch tapes.

CSC Adopted: October 2001 , CSC Revised: \_\_\_\_\_**CLASS REQUIREMENTS:**

<b>CLASS REQUIREMENTS</b>	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	One year of experience as a Computer Operator.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read technical manuals, written instructions, policies and procedures, various logs, and emails.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write documentation of problems, emails, various logs and correspondence.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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Sedentary	Light	Medium X	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Office equipment, processing forms, mounting tapes, loading printers
Sitting	F	Computer, desk work, answering phones
Walking	F	To/from office equipment, distributing documents
Lifting	F	Reams of paper, forms, boxes
Carrying	F	Reams of paper, forms, boxes
Pushing/Pulling	F	Doors, carts, printer parts, burster
Reaching	F	Tapes, forms, boxes, power outlets, cables
Handling	F	Tapes, forms, boxes
Fine Dexterity	F	Computer keyboard, telephone keypad, writing
Kneeling	O	Loading printers, picking up boxes, accessing power outlets, cables
Crouching	O	Loading printers, picking up boxes, accessing power outlets, cables
Crawling	O	Accessing power outlets, cables
Bending	F	Loading printers, picking up boxes
Twisting	F	Loading printers, picking up boxes
Climbing	O	Step stool
Balancing	O	Step stool
Vision	C	Computer, desk work, reading
Hearing	C	Staff, supervisor, vendors, telephone
Talking	F	Staff, supervisor, vendors, telephone
Foot Controls	N	
Other (specify)	N	

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Telephone, fax machine, copy machine, burster, box cutter, decollators, office supplies, computer, STC 4480 tape drives, Telnet, PeopleSoft, Pistol 2000, Citrix, Proval, Elixir, User Manager, laser or impact printer, SNA server, Standard Microsoft Windows and Office software, MS Exchange, Service Center, Enterprise PM/Admin, Internet Explorer, TSO, Control-D, CICs, 05/390 Operating System, Automated Tape Library

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	D	Dirt and Dust	D
Chemical Hazards	M	Extreme Temperatures	S
Electrical Hazards	D	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

(3)